

STATE OF SOUTH CAROLINA

COUNTY OF RICHLAND

IN THE COURT OF COMMON PLEAS

CASE NO.: 2018-CP-40-

THE STATE OF SOUTH CAROLINA,
ex rel Alan Wilson, in his capacity as
Attorney General of the State of South
Carolina,

Summons

Plaintiff,

vs.

UBER TECHNOLOGIES, INC.

Defendant.

TO THE DEFENDANT ABOVE-NAMED:

YOU ARE HEREBY SUMMONED and required to answer the petition herein, a copy of which is herewith served upon you, and to serve a copy of your answer to this petition upon the subscriber, at the address shown below, within thirty (30) days after service hereof, exclusive of the day of such service, and if you fail to answer the petition, judgment by default will be rendered against you for the relief demanded in the petition.

s/ Mary Frances Jowers

Mary Frances Jowers
Assistant Deputy Attorney General
S.C. Bar Number 68413
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September 26, 2018

STATE OF SOUTH CAROLINA
COUNTY OF RICHLAND

IN THE COURT OF COMMON PLEAS
CASE NO.: 2018-CP-40-

THE STATE OF SOUTH CAROLINA,)
ex rel Alan Wilson, in his capacity as)
Attorney General of the State of South)
Carolina,)
Plaintiff,)
vs.)
UBER TECHNOLOGIES, INC.)
Defendant.)

COMPLAINT

COMPLAINT FOR INJUNCTIVE AND OTHER RELIEF

NOW COMES Plaintiff, THE STATE OF SOUTH CAROLINA, ex rel Alan Wilson, in his capacity as Attorney General of the State of South Carolina (“THE STATE”), bringing this action complaining of Defendant UBER TECHNOLOGIES, INC. (“UBER” or “Defendant”) for violations of the South Carolina Unfair Trade Practices Act §§ 39-5-10 *et seq.* (SCUTPA), and states as follows:

PUBLIC INTEREST

1. The South Carolina Attorney General believes this action to be in the public interest of the citizens of the State of South Carolina and brings this lawsuit pursuant to “SCUTPA.”

JURISDICTION AND VENUE

2. This action is brought for an on behalf of THE STATE, pursuant to the provisions of “SCUTPA,” and his common law authority as Attorney General to represent the People of the State of South Carolina.
3. This Court has jurisdiction over the subject matter of this case pursuant to S.C. Const. Art. V. § 11, which gives the Circuit Court general jurisdiction over civil actions. This

Court has personal jurisdiction over the Defendants because the Defendants do business in South Carolina and/or have the requisite minimum contacts with South Carolina necessary to constitutionally permit the Court to exercise jurisdiction, with such jurisdiction also being within the contemplation of South Carolina's "long arm" statute, S.C. Code § 36-2-803.

THE PARTIES

4. Plaintiff, THE STATE, is charged, *inter alia*, with the enforcement of SCUTPA.
5. Defendant is a Delaware corporation with its principal place of business at 1455 Market Street, San Francisco, California 94103.
6. As used herein, any reference to "UBER" or "Defendant" shall mean UBER TECHNOLOGIES, INC., including all of its officers, directors, affiliates, subsidiaries and divisions, predecessors, successors and assigns doing business in the United States.

TRADE AND COMMERCE

7. Section 39-5-20(a) of SCTUPA defines "trade" and "commerce" as follows:

"Trade' and 'commerce' shall include the advertising, offering for sale, sale or distribution of any services and any property, tangible or intangible, real, personal or mixed, and any other article, commodity or thing of value wherever situate, and shall include any trade or commerce directly or indirectly affecting the people of this State.

8. UBER was at all times relevant hereto, engaged in trade and commerce in the State of South Carolina, in that UBER is a technology company that provides a ride hailing mobile application that connects drivers with riders, including in South Carolina. Riders hail and pay drivers using the UBER platform.

BACKGROUND

9. Uber's Privacy Policy recognizes that users trust and rely on it to safeguard their personal

information: "When you use Uber, you trust us with your information. We are committed to keeping that trust." In this regard, the frequently asked questions on Uber's Privacy Policy webpage states, "We take the security of your data seriously. Uber uses technical safeguards like encryption, authentication, fraud detection, and secure software development to protect your information. We also have an extensive team of data security and privacy experts working around the clock to prevent theft, fraud, or abuse of your information."

10. In November 2016, hackers contacted UBER to inform them that they had accessed and acquired UBER data and to demand payment in exchange for deleting the data.
11. UBER was able to determine the security vulnerability that the hackers had exploited and eliminate the vulnerability.
12. In December 2016, the hackers deleted the data.
13. Among the data the hackers acquired was personal information including the name and driver's license information pertaining to some UBER drivers.
14. The hackers violated SCUTPA with respect to that personal information.
15. UBER did not disclose the data breach to affected UBER drivers in 2016 when the breach was discovered.
16. In August 2017, UBER named a new CEO, Dara Khosrowshahi.
17. In September 2017, Khosrowshahi was informed that UBER had suffered a data breach and ordered an investigation into the data breach, hiring a third party cyber security provider to conduct the investigation.
18. The cyber security provider verified the 2016 data breach, and, on November 21, 2017, UBER notified regulators and consumers of the 2016 breach.
19. UBER offered affected drivers free credit monitoring and identity theft protection.

COUNT I- CONSUMER FRAUD AND DECEPTIVE BUSINESS PRACTICES ACT

APPLICABLE STATUTE

20. Section 39-5-20(a) of SCUTPA provides:

Unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby declared unlawful.

VIOLATIONS OF THE SOUTH CAROLINA UNFAIR TRADE PRACTICES ACT

21. THE STATE re-alleges and incorporate by reference the allegations in Paragraphs 1

through 18.

22. While engaged in trade or commerce, UBER has violated SCUTPA by:

- a. failing to implement and maintain reasonable security practices to protect the sensitive personal information it maintains for its users;
- b. failing to disclose a data breach to affected users; and
- c. representing to users that UBER protects the sensitive personal information of its users, when in fact the hackers were able to gain access to some UBER user personal information.

REMEDIES

23. Section 39-5-50(a) of SCUTPA provides:

Whenever the Attorney General has reasonable cause to believe that any person is using, has used or is about to use any method, act or practice declared by §39-5-20 to be unlawful, and that proceedings would be in the public interest, he may bring an action in the name of the State against such person to restrain by temporary restraining order, temporary injunction or permanent injunction the use of such method, act or practice. Unless the Attorney General determines in writing that the purposes of this article will be substantially impaired by delay in instituting legal proceedings, he shall, at least three days before instituting any legal proceedings as provided in this section, give notice to the person against whom proceedings are contemplated and give such

person an opportunity to present reasons to the Attorney General why such proceedings should not be instituted. The action may be brought in the court of common pleas in the county in which such person resides, has his principal place of business or conducts or transacts business. The courts are authorized to issue orders and injunctions to restrain and prevent violations of this article, and such orders and injunctions shall be issued without bond. Whenever any permanent injunction is issued by such court in connection with any action which has become final, reasonable costs shall be awarded to the State.

24. Section 39-5-110(a) of SCUTPA provides:

If a court finds that any person is willfully using or has willfully used a method, act or practice declared unlawful by §39-5-20, the Attorney General, upon petition to the court, may recover on behalf of the State a civil penalty of not exceeding five thousand dollars per violation.

PRAYER FOR RELIEF- COUNT I

WHEREFORE, the Plaintiff prays that this Honorable Court enter an Order:

- A. Finding that UBER has violated §39-5-20 of SCUTPA, by engaging in the unlawful acts and practices alleged herein;
- B. Preliminarily and permanently enjoining UBER from engaging in the deceptive and unfair acts and practices alleged herein;
- C. Ordering UBER to pay up to \$5,000 per violation as provided in §39-5-110 of SCUTPA;
- D. Providing any such other and further relief as the Court deems just, proper, and equitable under the circumstances.

Respectfully Submitted,

STATE OF SOUTH CAROLINA
OFFICE OF ATTORNEY GENERAL

ALAN WILSON
ATTORNEY GENERAL

Date: September 26, 2018

By: s/Mary Frances Jowers

Alan Wilson
Attorney General of the State of South Carolina

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Counsel for Plaintiffs

Appendix A.

STATE	CONSUMER PROTECTION ACTS and PERSONAL INFORMATION PROTECTION ACTS
Alabama	Alabama Deceptive Trade Practices Act, Ala. Code § 8-19-1, <i>et seq.</i> ; Alabama Data Breach Notification Act of 2018, Ala. Code § 8-38-1, <i>et seq.</i>
Alaska	The Alaska Unfair Trade Practices and Consumer Protection Act, AS 45.50.471 <i>et seq.</i> ; The Alaska Personal Information Protection Act, AS 45.48 <i>et seq.</i>
Arizona	Arizona Consumer Fraud Act, Ariz. Rev. Stat. § 44-1521 <i>et seq.</i> ; Arizona Data-Breach Notification Law, Ariz. Rev. Stat. § 18-545 (in effect 2016-2018, now codified, as revised, at Ariz. Rev. Stat. §§ 18-551 and 18-552)
Arkansas	Arkansas Deceptive Trade Practices Act, Ark. Code Ann. §§ 4-88-101, <i>et seq.</i> ; Personal Information Protection Act, Ark. Code Ann. §§ 4-110-101, <i>et seq.</i>
California	California Business & Professions Code, section 17200, <i>et seq.</i> ; California Civil Code, sections 1798.82 and 1798.81.5
Colorado	Colorado Consumer Protection Act, Colo. Rev. Stat. § 6-1-101, <i>et seq.</i>
Connecticut	Connecticut Unfair Trade Practices Act, Conn. Gen. Stat. § 42-110a <i>et seq.</i> ; Breach of Security re Computerized Data Containing Personal Information, Conn. Gen. Stat. § 36a-701b; Safeguarding of Personal Information, Conn. Gen. Stat. § 42-471
District of Columbia	D.C. Code §§ 28-3901, <i>et seq.</i> ; D.C. Code §§ 28-3851, <i>et seq.</i>
Delaware	Delaware Consumer Fraud Act, 6 Del. C. § 2511, <i>et seq.</i> ; Delaware Uniform Deceptive Trade Practices Act, 6 Del. C. § 2531, <i>et seq.</i> ; Delaware Computer Security Breaches Act, 6 Del. C. § 12B-100, <i>et seq.</i>
Florida	Florida Deceptive and Unfair Trade Practices

Appendix A.

	Act, Chapter 501, Part II, Florida Statutes; Florida Information Protection Act, Section 501.171, Florida Statutes
Georgia	Fair Business Practices Act, O.C.G.A. §§ 10-1-390 through 408; Georgia Personal Identity Protection Act, O.C.G.A. §§ 10-1-910 through 912
Hawaii	Monopolies; Restraint of Trade, Haw. Rev. Stat. Chpt. 480; Security Breach of Personal Information, Haw. Rev. Stat. Chpt. 487N
Idaho	Idaho Consumer Protection Act, Idaho Code §§ 48-601 <i>et seq.</i> ; Idaho Identity Theft Act, Idaho Code §§ 28-51-101 <i>et seq.</i>
Illinois	Illinois Consumer Fraud and Deceptive Business Practices Act, 815 ILCS 505/1, <i>et seq.</i> ; Illinois Personal Information Protection Act, 815 ILCS 530/1, <i>et seq.</i>
Indiana	Deceptive Consumer Sales Act, Ind. Code § 24-5-0.5 <i>et seq.</i> ; Disclosure of Security Breach Act, Ind. Code § 24-4.9 <i>et seq.</i>
Iowa	Iowa Consumer Fraud Act, Iowa Code § 714.16; Personal Information Security Breach Protection, Iowa Code § 715C
Kansas	Kansas Consumer Protection Act K.S.A. 50-623 <i>et seq.</i> ; Wayne Owen Act K.S.A. 50-6,139b
Kentucky	Kentucky Consumer Protection Act, KRS 367.110-.300 and 367.990; KRS 365.732
Louisiana	Unfair Trade Practices and Consumer Protection Law LA RS 51:1401 <i>et seq.</i> ; Database Security Breach Notification Law LA RS 51:3071 <i>et seq.</i>
Maine	Maine Unfair Trade Practices Act, 5 M.R.S.A. §§ 205-A through 214; Maine Notice of Risk to Personal Data Act, 10 M.R.S.A. §§ 1346 through 1350-B
Maryland	Maryland Consumer Protection Act, Md. Code Ann., Com. Law § 13-101, <i>et seq.</i> (2013 Repl.)

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	Vol and 2017 Supp.); Maryland Personal Information Protection Act, Md. Code Ann., Com. Law § 14-3501, <i>et seq.</i> (2013 Repl. Vol and 2017 Supp.)
Massachusetts	Massachusetts Consumer Protection Act (G.L. c. 93A); Massachusetts Data Security Law (G.L. c. 93H)
Michigan	Michigan Consumer Protection Act, MCL 445.901, <i>et seq.</i> ; Michigan Identity Theft Protection Act, MCL 445.61, <i>et seq.</i>
Minnesota	Minnesota Deceptive Trade Practices Act, Minn. Stat. §§ 325D.43 <i>et seq.</i> Minnesota Prevention of Consumer Fraud Act, Minn. Stat. §§ 325F.68 <i>et seq.</i> Minnesota Data Breach Notification Statute, Minn. Stat. § 325E.61.
Mississippi	Mississippi Consumer Protection Act Miss. Code Ann. § 75-24-1 <i>et seq.</i> ; Notice of Breach of Security Miss. Code Ann. § 75-24-29
Missouri	Mo. Rev. Stat. § 407.010, <i>et seq.</i> ; Mo. Rev. Stat. § 407.1500
Montana	Montana Unfair Trade Practices and Consumer Protection Act, Mont. Code Ann. §§ 30-14-101 <i>et seq.</i> ; Montana Impediment of Identity Theft Act, Mont. Code Ann. §§ 30-14-1701 <i>et seq.</i>
Nebraska	Consumer Protection Act, Neb. Rev. Stat. § 59-1601 <i>et seq.</i> ; Uniform Deceptive Trade Practices Act, Neb. Rev. Stat. § 87-301 <i>et seq.</i> ; Financial Data Protection and Consumer Notification of Data Security Breach Act of 2006, Neb. Rev. Stat. § 87-801 <i>et seq.</i>
Nevada	Nevada Deceptive Trade Practices Act; Nev. Rev. Stat. §§ 598.0903, <i>et seq.</i> ; Nevada Security of Personal Information Act; Nev. Rev. Stat. §§ 603A.010, <i>et seq.</i>
New Hampshire	NH RSA 358-A; NH RSA 359-C: 19-21
New Jersey	New Jersey Consumer Fraud Act, <u>N.J.S.A. 56:8-1 <i>et seq.</i></u> ;

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	New Jersey Identity Theft Prevention Act, N.J.S.A. 56:8-161 to -166
New Mexico	The New Mexico Unfair Practices Act, NMSA 1978, §§ 57-12-1 to -26 (1967, as amended through 2009); The New Mexico Data Breach Notification Act, NMSA 1978, §§ 57-12C-1 to -12 (2017)
New York	Executive Law 63(12) and General Business Law 349/350
North Carolina	North Carolina Unfair and Deceptive Trade Practices Act, N.C. Gen. Stat. §§ 75-1.1, <i>et seq.</i> ; North Carolina Identity Theft Protection Act, N.C. Gen. Stat. §§ 75-60, <i>et seq.</i>
North Dakota	Unlawful Sales or Advertising Practices N.D.C.C. § 51-15-01 <i>et seq.</i> ; Notice of Security Breach for Personal Information N.D.C.C. § 51-30-01 <i>et seq.</i>
Ohio	Ohio Consumer Sales Practices Act, Ohio R.C. 1345.01 <i>et seq.</i> ; Ohio Data Breach Notification Act, R.C. 1349.19 <i>et seq.</i>
Oklahoma	Oklahoma Consumer Protection Act, 15 O.S. §§ 751 <i>et seq.</i> ; Security Breach Notification Act, 24 O.S. §§ 161 <i>et seq.</i>
Oregon	Unlawful Trade Practices Act, ORS 646.605 <i>et seq.</i> ; Oregon Consumer Identity Theft Protection Act, ORS 646A.600 <i>et seq.</i>
Pennsylvania	Unfair Trade Practices and Consumer Protection Law, 73 P.S. §§ 201-1 – 201-9.3; Breach of Personal Information Notification Act, 73 P.S. § 2301, <i>et seq.</i>
Rhode Island	Rhode Island Gen. Laws § 6-13.1-1, <i>et seq.</i> ; Rhode Island Gen. Laws § 11-49.3-1, <i>et seq.</i>
South Carolina	South Carolina Unfair Trade Practices Act §§39-5-10 <i>et seq.</i> ; Section 39-1-90
South Dakota	SDCL 37-24; Data Breach Notification SDCL 22-40-19 through 22-40-26
Tennessee	Tennessee Consumer Protection Act of 1977,

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	Tenn. Code Ann. §§ 47-18-101 to -131; Tennessee Identity Theft Deterrence Act of 1999, §§ 47-18-2101 to -2111
Texas	Deceptive Trade Practices – Consumer Protection Act, Tex. Bus. & Com. Code Ann. §§ 17.41-17.63; Identity Theft Enforcement and Protection Act, Tex. Bus. & Com. Code Ann. § 521.001 -152
Utah	Utah Consumer Sales Practices Act, Utah Code §§ 13-11-1, <i>et. seq.</i> ; Utah Protection of Personal Information Act, Utah Code §§ 13-44-101, <i>et. seq.</i>
Vermont	Vermont Consumer Protection Act, 9 V.S.A. §§ 2451 <i>et seq.</i> ; Vermont Security Breach Notice Act, 9 V.S.A. § 2435
Virginia	Breach of Personal Information Notification, Virginia Code § 18.2-186.6
Washington	Consumer Protection Act, RCW 19.86.020; Notice of Security Breaches law, RCW 19.255.010
West Virginia	West Virginia Consumer Credit and Protection Act, W.Va. Code § 46A-1-101 <i>et seq.</i> ; Theft of Consumer Identity Protections, W.Va. Code § 46A-2A-101 <i>et seq.</i>
Wisconsin	Fraudulent Misrepresentations, Wis. Stat. § 100.18; Notice of unauthorized acquisition of personal information, Wis. Stat. § 134.98
Wyoming	Wyoming Consumer Protection Act, Wyo. Stat. Ann. §§ 40-12-101 through -114; Wyo. Stat. Ann. §§ 40-12-501 through -509

Appendix B.

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Tennessee	Carolyn Smith Senior Assistant Attorney General

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STATE OF SOUTH CAROLINA
COUNTY OF RICHLAND

IN THE COURT OF COMMON PLEAS
CASE NO.: 2018-CP-40-05037

THE STATE OF SOUTH CAROLINA,)
ex rel Alan Wilson, in his capacity as)
Attorney General of the State of South)
Carolina,)
Plaintiff,)
vs.)
UBER TECHNOLOGIES, INC.)
Defendant.)

FINAL JUDGMENT AND CONSENT DECREE

Plaintiff, THE STATE OF SOUTH CAROLINA, ex rel Alan Wilson, his capacity as Attorney General of the State of South Carolina, has filed a Complaint for a permanent injunction and other relief in this matter pursuant to the South Carolina Unfair Trade Practices Act §§39-5-10 *et seq.* ("SCUTPA"), alleging Defendant, UBER TECHNOLOGIES, INC. ("UBER") committed violations of the Unfair Trade Practices Act or "SCUTPA."

Plaintiff and UBER have agreed to the Court's entry of this Final Judgment and Consent Decree without trial or adjudication of any issue of fact or law, and without admission of any facts alleged or liability of any kind.

Preamble

The Attorneys General of the states and commonwealths of Alabama, Alaska, Arizona,

Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii¹, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland², Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah³, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, and the District of Columbia (collectively, the “Attorneys General,” or the “States”) conducted an investigation under their respective State Consumer Protection Acts and Personal Information Protection Acts⁴ regarding the data breach involving UBER that occurred in 2016 and that UBER announced in 2017.

Parties

1. The Attorney General is charged with enforcement of the South Carolina Unfair Trade Practices Act or “SCUTPA.”
2. UBER is a Delaware corporation with its principal place of business at 1455 Market Street, San Francisco, California 94103.
3. As used herein, any reference to “UBER” or “Defendant” shall mean UBER TECHNOLOGIES, INC., including all of its officers, directors, affiliates, subsidiaries and divisions, predecessors, successors and assigns doing business in the United States. However, any affiliate or subsidiary created as a result of an acquisition by UBER after

¹ Hawaii is represented by its Office of Consumer Protection. For simplicity purposes, the entire group will be referred to as the “Attorneys General,” or individually as “Attorney General.” Such designations, however, as they pertain to Hawaii, shall refer to the Executive Director of the State of Hawaii Office of Consumer Protection.

² The use of the designations “Attorneys General” or “Attorney General,” as they pertain to Maryland, shall refer to the Consumer Protection Division of the Office of the Maryland Attorney General.

³ Claims pursuant to the Utah Protection of Personal Information Act are brought under the direct enforcement authority of the Attorney General. Utah Code §13-44-301(1). Claims pursuant to the Utah Consumer Sales Practices Act are brought by the Attorney General as counsel for the Utah Division of Consumer Protection, pursuant to the Division’s enforcement authority. Utah code §§13-2-1 and 6.

⁴ State law citations (UDAP and PIPAs) – See Appendix A.

the Effective Date shall not be subject to any requirement of this Final Judgment and Consent Decree until ninety (90) days after the acquisition closes.

Findings

4. The Court has jurisdiction over the subject matter of the complaint filed herein and over the parties to this Final Judgment and Consent Decree.
5. At all times relevant to this matter, UBER engaged in trade and commerce affecting consumers in the States, including in South Carolina, in that UBER is a technology company that provides a ride hailing mobile application that connects drivers with riders. Riders hail and pay drivers using the UBER platform.

Order

NOW THEREFORE, on the basis of these findings, and for the purpose of effecting this Final Judgment and Consent Decree, IT IS HEREBY ORDERED AS FOLLOWS:

I. **DEFINITIONS**

1. “Covered Conduct” shall mean UBER’s conduct related to the data breach involving UBER that occurred in 2016 and that UBER announced in 2017.
2. “Data Security Incident” shall mean any unauthorized access to Personal Information owned, licensed, or maintained by UBER.
3. “Effective Date” shall be October 25, 2018.
4. “Encrypt,” “Encrypted,” or “Encryption” shall mean rendered unusable, unreadable, or indecipherable to an unauthorized person through a security technology or methodology generally accepted in the field of information security.
5. “Personal Information” shall have the definition as set forth in S.C. Code § 39-1-90.
6. “Riders and Drivers” or, as applicable, “Rider or Driver” shall mean any individual natural person who is a resident of South Carolina who uses UBER’s ride hailing mobile

applications to request or receive transportation (i.e., riders) or to provide transportation individually or through partner transportation companies (i.e., drivers), other than in connection with Uber Freight or similar services offered by UBER to commercial enterprises.

7. "Security Executive" shall be an executive or officer with appropriate background and experience in information security who is designated by UBER as responsible for the Information Security Program. The title of such individual need not be Security Executive.

II. INJUNCTIVE RELIEF

8. The injunctive terms contained in this Final Judgment and Consent Decree are being entered pursuant to "SCUTPA." Uber shall implement and thereafter maintain the practices described below, including continuing those of the practices that it has already implemented.
9. UBER shall comply with "SCUTPA" in connection with its collection, maintenance, and safeguarding of Personal Information.
10. UBER shall not misrepresent the extent to which UBER maintains and/or protects the privacy, security, confidentiality, or integrity of any Personal Information collected from or about Riders and Drivers.
11. UBER shall comply with the reporting and notification requirements of S.C. Code § 39-1-90.
12. Specific Data Security Safeguards. No later than ninety (90) days after the Effective Date and for a period of ten (10) years thereafter, UBER shall:
 - a. Prohibit the use of any cloud-based service or platform from a third party for developing or collaborating on code containing any plaintext credential if that

credential provides access to a system, service, or location that contains Personal Information of a Rider or Driver unless:

- i. UBER has taken reasonable steps to evaluate the data security measures and access controls provided by the service or platform as implemented by UBER;
- ii. UBER has determined that the data security measures and access controls are reasonable and appropriate in light of the sensitivity of the Personal Information that a plaintext credential appearing in code on the service or platform can access;
- iii. UBER has documented its determination in writing; and
- iv. UBER's Security Executive or her or his designee has approved the use of the service or platform.

Access controls for such service or platform shall not be considered reasonable and appropriate if they do not include password protection including strong, unique password requirements and multifactor authentication, *or* the equivalent level of protection through other means such as single sign-on; appropriate account lockout thresholds; and access logs maintained for an appropriate period of time.

- b. Maintain a password policy for all employees that includes strong password requirements.
- c. Develop, implement, and maintain a policy regarding the Encryption of Personal Information of Riders and Drivers in the following circumstances. First, the policy shall require the use of Encryption when such information is transmitted

electronically over a network. Second, the policy shall require the use of Encryption for backups of databases containing such information when the backups are stored on a third-party, cloud-based service or platform, either through Encryption of Personal Information of Riders and Drivers within the backup or through Encryption of the backup file or location where it is stored. To the extent UBER determines that such Encryption is not reasonably feasible in a particular instance, UBER may instead use effective alternative compensating controls reviewed and approved by UBER's Security Executive or her or his designee.

13. Information Security Program

- a. Within one hundred twenty (120) days after the Effective Date, UBER shall develop, implement, and maintain a comprehensive information security program ("Information Security Program") reasonably designed to protect the security, integrity, and confidentiality of Personal Information collected from or about Riders and Drivers.
- b. The Information Security Program shall be at least compliant with any applicable requirements under South Carolina law, and at a minimum, shall be written and shall contain administrative, technical, and physical safeguards appropriate to:
 - i. The size and complexity of UBER's operations;
 - ii. The nature and scope of UBER's activities; and
 - iii. The sensitivity of the Personal Information of Riders and Drivers that UBER maintains.
- c. At a minimum, the Information Security Program shall include:

- i. regular identification of internal and external risks to the security, confidentiality, or integrity of Personal Information of Riders and Drivers that could result in the unauthorized disclosure, misuse, loss, alteration, destruction, or other compromise of such information, and an assessment of the sufficiency of any safeguards in place to control these risks;
 - ii. the design and implementation of reasonable safeguards to control these risks;
 - iii. regular testing and monitoring of the effectiveness of these safeguards;
 - iv. the evaluation and adjustment of the Information Security Program in light of the results of the testing and monitoring; and
 - v. ongoing training of employees and temporary, contract, and contingent workers concerning the proper handling and protection of Personal Information of Riders and Drivers, the safeguarding of passwords and security credentials for the purpose of preventing unauthorized access to Personal Information, and disciplinary measures for violation of the Information Security Program, including up to termination for employees and permanent removal from UBER for temporary, contract, and contingent workers.
- d. UBER shall ensure that its Information Security Program receives the resources and support reasonably necessary to ensure that the Information Security Program functions as intended.
 - e. UBER shall designate a Security Executive who shall be responsible for the Information Security Program.

14. Information Security Program Assessments

- a. Within one year of the Effective Date and biennially for ten (10) years thereafter, UBER shall obtain assessments of its Information Security Program.
- b. The assessments shall be performed by an independent third party that: (a) is a Certified Information Systems Security Professional (“CISSP”) or a Certified Information Systems Auditor (“CISA”), or a similarly qualified person or organization; and (b) has at least five (5) years of experience evaluating the effectiveness of computer systems or information system security.
- c. The assessments shall set forth the administrative, technical, and physical safeguards maintained by UBER and explain the extent to which the safeguards are appropriate to UBER’s size and complexity, the nature and scope of UBER’s activities, and the sensitivity of Personal Information of Riders and Drivers that UBER maintains, and thereby meet the requirements of the Information Security Program.
- d. UBER shall provide a copy of the third party’s final written report of each assessment to the California Attorney General’s Office within one hundred twenty (120) days after the assessment has been completed.
 - i. Confidentiality: The California Attorney General’s Office shall treat the report as exempt from disclosure under the relevant public records laws.
 - ii. State Access: The California Attorney General’s Office may provide a copy of the report received from UBER to any other of the Attorneys General upon request, and each requesting Attorney General shall treat such report as exempt from disclosure as applicable under the relevant public records laws.

15. Incident Response and Data Breach Notification Plan

- a. For a period of two (2) years following the Effective Date, UBER shall report on at least a quarterly basis to South Carolina identifying and describing any Data Security Incidents that occurred during the reporting period and are required by any U.S. federal, state, or local law or regulation to be reported to any U.S. federal, state, or local government entity.
- b. UBER shall maintain a comprehensive Incident Response and Data Breach Notification Plan ("Plan"). At a minimum, the Plan shall:
 - i. identify the types of incidents that fall within the scope of the Plan, which must include any incident that UBER reasonably believes might be a Data Security Incident;
 - ii. clearly describe all individuals' roles in fulfilling responsibilities under the Plan, including back-up contacts and escalation pathways;
 - iii. require regular testing and review of the Plan, and the evaluation and revision of the Plan in light of such testing and review; and
 - iv. require that once UBER has determined that an incident is a Data Security Incident, (a) a duly licensed attorney shall decide whether notification is required under applicable law; (b) that determination shall be documented in writing and communicated to UBER's Security Executive and to a member of UBER's legal department with a supervisory role at least at the level of associate general counsel; (c) UBER shall maintain documentation sufficient to show the investigative and responsive actions taken in connection with the Data Security Incident and the determination as to whether notification is required; and (d) UBER shall assess whether there are reasonably feasible training or technical measures, in addition to

those already in place, that would materially decrease the risk of the same type of Data Security Incident re-occurring. UBER's Security Executive is responsible for overseeing, maintaining and implementing the Plan.

- c. UBER's Security Executive shall report to the Chief Executive Officer, the Chief Legal Officer, and the Board of Directors on a quarterly basis how many Data Security Incidents occurred and how they were resolved, including any payment by UBER in excess of \$5,000 to a third party who reported the Data Security Incident to UBER such as through a bug bounty program (other than a payment to a forensics company retained by UBER).

16. Corporate Integrity Program

- a. UBER shall develop, implement, and maintain a hotline or equivalent mechanism for employees to report misconduct, ethical concerns, or violations of UBER's policies, cultural norms, or code of conduct.
- b. UBER shall require an executive or officer with appropriate background and experience in compliance to report to the Board of Directors, or to a committee thereof, at each regularly scheduled meeting of the Board of Directors or committee to provide information concerning instances or allegations of misconduct, ethical concerns, or violations of UBER's policies, cultural norms, or code of conduct, including complaints received by the hotline.
- c. No later than ninety (90) days after the Effective Date and for a period of ten (10) years thereafter, UBER shall develop, implement and maintain a process, incorporating privacy by design principles, to review proposed changes to UBER's applications, its products, and any other ways in which UBER uses, collects, or shares data collected from or about Riders and Drivers.

- d. UBER shall develop, implement, and maintain an annual training program for employees concerning UBER's code of conduct.
- e. UBER's Security Executive shall advise the Chief Executive Officer or the Chief Legal Officer of UBER's security posture, security risks faced by UBER, and security implications of UBER's business decisions.

Meet and Confer

17. If the Attorney General reasonably believes that UBER has failed to comply with any of Paragraphs 12 through 16 of this Final Judgment and Consent Decree, and if in the Attorney General's sole discretion the failure to comply does not threaten the health or safety of citizens and does not create an emergency requiring immediate action, the Attorney General will notify UBER in writing of such failure to comply and UBER shall have thirty (30) days from receipt of such written notice to provide a good faith written response, including either a statement that UBER believes it is in full compliance or otherwise a statement explaining how the violation occurred, how it has been addressed or when it will be addressed, and what UBER will do to make sure the violation does not happen again. The Attorney General may agree to provide UBER more than thirty (30) days to respond.

18. Nothing herein shall be construed to exonerate any failure to comply with any provision of this Final Judgment and Consent Decree, or to compromise the authority of the Attorney General to initiate a proceeding for any failure to comply with this Final Judgment and Consent Decree in the circumstances excluded in Paragraph 17 or if, after receiving the response from UBER described in Paragraph 17, the Attorney General determines that an enforcement action is in the public interest.

Payment to the States

19. Within thirty (30) days of the Effective Date, UBER shall pay **One Hundred Forty-Eight Million Dollars (\$148,000,000)** to the Attorneys General, to be distributed as agreed by the Attorneys General. Of this figure, UBER shall pay \$1,203,386.93 to the South Carolina Attorney General's Office. If the Court has not entered this Final Judgment and Consent Decree by the Effective Date, UBER shall pay within thirty (30) days of the Effective Date or within fourteen (14) days of entry of this Final Judgment and Consent Decree, whichever is later. The money received by the Attorneys General pursuant to this paragraph may be used for purposes that may include, but are not limited to, attorneys' fees, and other costs of investigation and litigation, or be placed in, or applied to, any consumer protection law enforcement fund, including future consumer protection or privacy enforcement, consumer education, litigation or local consumer aid fund or revolving fund, used to defray the costs of the inquiry leading hereto, or for other uses permitted by state law, at the sole discretion of the Attorneys General.

- a. Out of the Payment to the States, as set forth above, UBER shall pay the amount of \$2,843,058.13 to the National Attorneys General Training and Research Institute Endowment Fund (the "NAGTRI Endowment Fund") pursuant to this Final Judgment and Consent Decree and the terms of written payment processing instructions from the President of the National Association of Attorneys General. UBER shall make this payment to the NAGTRI Endowment Fund within thirty (30) days of the Effective Date or within fourteen (14) days of entry of this Final Judgment and Consent Decree, whichever is later.
- b. Out of the Payment to the States, as set forth above, UBER shall pay the amount of **One Million Dollars (\$1,000,000)** to the TJX Data Security Fund (the "TJX Fund") pursuant to this Final Judgment and Consent Decree and the terms of

written payment processing instructions from the TJX Data Security Fund Committee. UBER shall make this payment to the TJX Fund within thirty (30) days of the Effective Date or within fourteen (14) days of entry of this Final Judgment and Consent Decree, whichever is later.

Release

20. Upon payment of the amount due to South Carolina under this Final Judgment and Consent Decree, the Attorney General shall release and discharge UBER from all civil claims that the Attorney General could have brought under "SCUTPA" or common law claims concerning unfair, deceptive, or fraudulent trade practices based on the Covered Conduct. Nothing contained in this paragraph shall be construed to limit the ability of the Attorney General to enforce the obligations that UBER has under this Final Judgment and Consent Decree. Further, nothing in this Final Judgment and Consent Decree shall be construed to create, waive, or limit any private right of action.

General Provisions

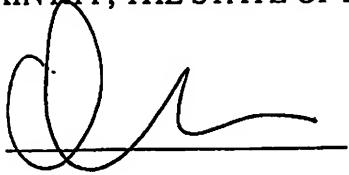
21. The parties understand and agree that this Final Judgment and Consent Decree shall not be construed as an approval or a sanction by the Attorney General of UBER's business practices, nor shall UBER represent that this Final Judgment and Consent Decree constitutes an approval or sanction of its business practices. The parties further understand and agree that any failure by the Attorney General to take any action in response to any information submitted pursuant to this Final Judgment and Consent Decree shall not be construed as an approval or sanction of any representations, acts, or practices indicated by such information, nor shall it preclude action thereon at a later date.

22. Nothing in this Final Judgment and Consent Decree shall be construed as relieving UBER of the obligation to comply with all state and federal laws, regulations, and rules, nor shall any of the provisions of this Final Judgment and Consent Decree be deemed to be permission to engage in any acts or practices prohibited by such laws, regulations, and rules.
23. UBER shall deliver a copy of this Final Judgment and Consent Decree to, or otherwise fully apprise, its executive management having decision-making authority with respect to the subject matter of this Final Judgment and Consent Decree within thirty (30) days of the Effective Date.
24. To the extent that there are any, UBER agrees to pay all court costs associated with the filing (if legally required) of this Final Judgment and Consent Decree. No court costs, if any, shall be taxed against the Attorney General.
25. If any clause, provision, paragraph, or section of this Final Judgment and Consent Decree is for any reason held illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability shall not affect any other clause, provision, paragraph, or section of this Final Judgment and Consent Decree, and this Final Judgment and Consent Decree shall be construed and enforced as if such illegal, invalid, or unenforceable clause, provision, paragraph, or section had not been contained herein.
26. Any notice or report provided by UBER to the Attorney General under this Final Judgment and Consent Decree shall be satisfied by sending notice to the Designated Contacts in *Appendix B*. Any notice or report provided by the Attorney General to UBER under this Final Judgment and Consent Decree shall be satisfied by sending notice to: Chief Legal Officer, Uber Technologies, Inc., 1455 Market Street, San Francisco, California 94103; with a copy to Rebecca S. Engrav, Perkins Coie LLP, 1201 Third

Avenue, Suite 4900, Seattle, Washington 98101. All such notices or reports shall be sent by United States mail, certified mail return receipt requested, or other nationally recognized courier service that provides for tracking services and identification of the person signing for the notice or document, and shall be deemed to be sent upon mailing. Notwithstanding the foregoing, if a sending party requests of the receiving party whether transmission by electronic mail is sufficient for a particular notice or report and the receiving party agrees, electronic mail may be used if an electronic return receipt is provided. An Attorney General may update its address by sending a complete, new updated version of *Appendix B* to UBER and to all other Attorneys General listed on *Appendix B*. UBER may update its address by sending written notice to all parties listed in *Appendix B*.

APPROVED:

PLAINTIFF, THE STATE OF SOUTH CAROLINA

By: 

Date: 10/11/2018

[Additional approvals on subsequent pages]

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Entered:

Judge

Date: _____



Richland Common Pleas

Case Caption: Alan Wilson , plaintiff, et al vs Uber Technologies Inc

Case Number: 2018CP4005037

Type: Order/Consent Order

So Ordered

s/ R.E. Hood #2164